

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**In the application of** : **McCORMACK, Tony, et al.**  
**Serial No.** : **10/645,438**  
**Filed** : **August 21, 2003**  
**For** : **Management of queues in contact centres**  
**Examiner** : **CHEA, Philip J**  
**Art Unit** : **2453**

**PETITION FOR EXTENSION OF TIME**

Honorable Director of Patents and Trademarks  
P.O. Box 1450  
Alexandria, VA 22313-1450

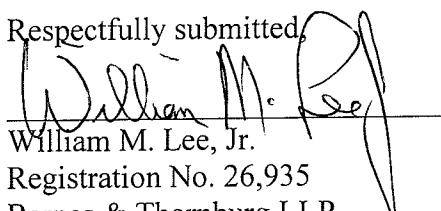
Dear Sir:

In accordance with the provisions of 37 C.F.R. §1.136, the applicant hereby petitions for an extension of time of one month to respond to the Office Action of June 18, 2009. Response will therefore be timely if filed with the Patent and Trademark Office no later than October 19, 2009 (October 18 being a Sunday).

In accordance with the provisions of 37 C.F.R. §1.17, the required fee of \$130.00 should be deducted from Deposit Account No. 14-1315.

October 16, 2009

Respectfully submitted,

  
William M. Lee, Jr.  
Registration No. 26,935  
Barnes & Thornburg LLP  
P.O. Box 2786  
Chicago IL 60690-2786  
(312) 214-4800  
Fax (312) 759-5646